

## NY Connects Beneficiary Contact Summary Report

(April 1, 2022 to June 30, 2022)

NY Connects is administered at the county level through a collaboration between the local Area Agencies on Aging (AAAs), the Local Departments of Social Services (LDSS) and Independent Living Centers (ILCs).

NY Connects provides consistent, comprehensive, locally based information and assistance on long term services and supports (LTSS). It empowers individuals, caregivers, and families to identify available services and supports and choose what will best meet their needs. NY connects links individuals to LTSS regardless of age or payment source.

The quarterly statewide summary below provides information on the number of contacts made to the NY Connects program in the second (2nd) quarter of 2022 (April 1, 2022 to June, 2022), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

<b>Total NY Connects Contacts:</b>	52,399
<b>Contact Type</b>	
Consumer	42,871
Professional/Provider	2,864
Caregiver/Family	4,634
Other	1,033
Friend	449
Legally Authorized Rep	15
Neighbor	67
Parent	118
Parent of Minor Child	72
Spouse	276
<b>Consumer Type</b>	
60+ yrs of age	36,347
Unknown	11,528
19<59 yrs of age	4,410
<18 yrs of age	114
<b>Top 10 Information Provided</b>	
Home Based Services	25,719
Residential/Housing Options and Supports	18,824
Insurance/Benefit Information & Counseling	17,641
Consumer and Caregiver Supports	16,666
Nutrition	6,672
Transportation	5,946
Mental Health, Cognitive Status, Support Groups/Counseling	4,147
Legal Services	3,430
Other	3,015
Personal Finance and Tax Assistance	2,939
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	39,459

Options Counseling to consumer/caregiver	8,944
Personalized Packets Distributed/Mailed	8,710
Referral to Aging Services Network	6,896
Contact w/ friends, family or others to better assist consumer	6,811
Telephone follow up delivered	5,249
Screening for Medicaid and other public LTC programs	3,712
Asst. with application for publicly funded services/programs	1,261
Referral to LDSS	1,091
Referral for Comprehensive Assessment - Aging Services Network	934